





"Capitol Excellence" – A Commitment to Caring



I am extremely proud of the staff and volunteers at the Washington DC VA Medical Center, and of all we have accomplished in 2012. My focus has been on building a culture of "Capitol Excellence" based upon employee engagement, cultural transformation and operational excellence. There's no doubt that people who choose health care careers are a different breed. It's not about working nine to five. It's not about getting rich. It's not about glory and public recognition. It's about a Commitment to Caring.

In 2012, we demonstrated our Commitment to Caring through innovation, research, facility expansion, patient safety and security. By engaging Veterans, staff and community partners to impact patient-centered care initiatives we have enhanced our environment of care. We continue to be international leaders in the use of technology to deliver health care. Environmental and Facility Management Services are transforming our 1962 building into a 21st century medical center. I see these changes in operation each day and it creates enthusiasm and a sense of pride in how far we have come.

Standing by this Commitment to Caring makes me confident that we will offer all Veterans world class health care. I'm grateful to be leading this team.

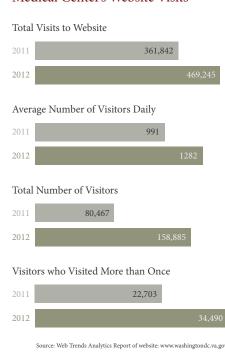
Sincerely,

Brian A. Hawkins, MHA Medical Center Director

Cultural Transformation



Medical Center's Website Visits



Communications

Brian A. Hawkins, Medical Center Director, was named VHA "Communications Visionary of the Year". This award recognizes a leader's innovative techniques and achievements in support of the public affairs mission and its impact on the Medical Center. The Office of Public Affairs (OPA) was also recognized by VHA with a 3rd place award for its Capitol Excellence Campaign. The OPA collaborates closely with local and national media to promote services and special events. In 2012, OPA worked more than 50 media queries with positive stories appearing in outlets such as CNN, ABC News, Christian Science Monitor, Washington Times and the Washington Post. The Medical Center's web and social media (Facebook and Twitter) presence has made big gains in 2012: The Facebook page ranks 8th in "likes" among VHA sites.

Many Paths to Healing

Our Vision-Rehabilitation Clinic continues to create distinctive paths to healing making physical therapy both therapeutic and enjoyable. Equine Therapy and Adaptive Judo are examples. In 2012, we partnered with "Horses for Heroes" providing intensive five-week equestrian therapy programs to visually-impaired Veterans. Equine Therapy builds confidence, enhances physical strength, and establishes healing bonds between the Veteran and his or her horse. Combat Veterans in our Polytrauma Rehabilitation program also participate in "Horses for Heroes".

Patient-Centered Care

The Office of Patient-Centered Care (PCC) includes the Patient Advocate Office, the Greeters team and Escort Service. PCC staff works to improve the overall Veteran experience and increase both employee and patient satisfaction. PCC is a philosophy that recognizes the patient as an individual with unique needs, and ensures our people and our environment support mind, body and spiritual healing. Alternative medicine options that work together with PCC include yoga, massage, meditation, and acupuncture. Our Freedom Labyrinth provides a restful meditative space for staff and Veterans alike. We are working toward developing a campus that offers comforting interior design, quiet spaces, music and gardens. To be certain we are on target in meeting patient needs, we regularly monitor patient satisfaction with daily Hawk Eye Team rounds and Truth Point surveys. The team sponsors our annual Ladies' Night for women Veterans, a VA Best Practice, which allows women an exclusive glimpse at health care services at the medical center.



A Commitment to Caring can take many forms. Whether it's the most advanced medical scanning device or the caring technician who reads the results, it all combines to bring the Veterans the highest levels of care.

2 3

The specially trained doctors and nurses of our Womens Health Clinic show an uncommon "Commitment to Caring" for the unique needs of female Veterans.

Women Veterans

Women are the fastest growing population of Veterans, and DCVAMC is making a number of changes to offer the 14,693 enrolled women Veterans quality health care in an environment that fosters respect and courtesy. The Women's Health Clinic is being expanded to meet the demands of the growing population. The newly-designed Women's Health Pavilion will feature a health care setting that provides primary and gender-specific health care in a warm environment.

Hawk Eye Team

To support our customer service and patient satisfaction initiatives, a Hawk Eye Team was launched in 2012. The team, made up of DCVAMC employees, is empowered to ensure Veterans have a welcoming, safe and satisfying experience. The team members operate the "Hawk Eye Hotline" and serve as observers and reporters who are clearly identifiable by their navy blue blazers.

Cultural Transformation

Partnering Locally, Nationally and Globally

DCVAMC attracts visitors from around the world. In 2012, we hosted delegations from Sweden, Saudi Arabia, the United Kingdom and Australia who came here to learn about our award-winning electronic health records system. We have continued our close association with U.S. Congress staff members, hosting representatives from the Senate Veterans Affairs Committee, the House Veterans Affairs Committee, and delegations from offices representing states from around the nation.

Our association with DOD officials continues to thrive as we work toward a more integrated patient records system and consolidated services. DCVAMC also enjoyed a surprise visit from Dr. Jill Biden, wife of Vice President Joe Biden, who came to wish a happy 105th birthday to Veteran Alyce Dixon, a resident of our Community Living Center.

Chaplain Service

For many, pastoral care is a vital component of the healing process. Chaplain Service continues to look for new ways to enrich the lives of Veterans and enhance their family life. In 2012, Chaplain Service began offering PAIRS (Practical Application of Intimate Relationships Skills) Training Weekends for Couples. The intensive weekend-long training helped many couples improve their marital relationships.

Cultural Transformation

Celebrating Diversity

Our Office of Diversity and Inclusion (formerly EEO) has achieved success in all of its performance goals including surpassing VA's goal of hiring 2% of new employees with targeted disabilities, leading VHA and VISN 5 with 2.59%. The Medical Center employees, who represent 26 nationalities, demonstrate DCVAMC is committed to providing a culture which respects and leverages our individual differences. The Special Emphasis programs hosted by the Office of Diversity and Inclusion provide a venue for Veterans and staff to experience facets of other cultures to develop an environment of respect.

LGBT Veterans

This VA community offers a welcoming and supportive environment for lesbian, gay, bisexual and transgender Veterans (LGBT) and staff. DCVAMC widely promotes its commitment to serving LGBT Veterans in order to encourage enrollment for health care and services. The Medical Center has a support group for LGBT staff members and a newly-formed support group to help LGBT Veterans.

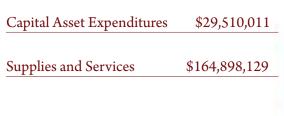


Operational Excellence

FY 12 Statistics

Total Revenues		\$455,851,414
Reimbursements	\$2,059,246	-
Medical Care Cost Recovery	\$26,294,130	
Medical Care Appropriations \$2	127,498,038	

Total Expenditures	\$455,851,414
Total Expenditures	\$455,851,414



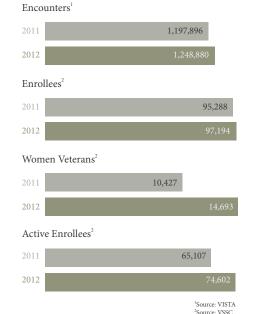
Salaries \$261,443,275



Capital Asset Expenditures

Furnishings	
	\$1,331,936
Equipment	
	\$15,645,305
NRM Construction	
	\$11,377,002
Minor Construction	
	\$18,132,340
Employees	
	2,209

Encounters



Voluntary Service

Volunteers on Rolls End of Period	
	861
Total Volunteer Hours	
	87,829
Item Donations	
	\$601,130
Total Donations	
	\$860,637
Volunteer Hourly Value	

87,829@\$21.79 per hour according to Dept. of Labor

Total Resource Impact

\$1,913,793

\$2,774,431

has met the challenge of getting Veterans who have no other means of transportation, back and forth to their medical center appointments. The Veterans Transportation Service transported 4,352 Veteran patients to the Medical Center in 2012.

The Veterans Transportation Service

The efforts of Voluntary Service impact almost every aspect of the Medical Center, from clerical support and companions for inpatients to transporting Veterans to their

appointments.





Operational Excellence

Homeless and At-risk Veterans

Our organization is working to reach the Department of Veterans Affairs' goal of ending homelessness among Veterans by the year 2015 through innovative agency and interdepartmental partnership programs and outreach services. Since 2008, there have been 949 Veterans housed through the HUD/VASH program which provides permanent housing. Nearly 5,000 homeless and at-risk Veterans have been cared for by the Mental Health and the Health Care for Homeless Veterans teams.

To provide the necessary resources to combat homelessness and unemployment, the Medical Center's Community Resource and Referral Center (CRRC) provides around-the-clock support for at-risk Veterans. The CRRC offers Veterans housing and employment assistance, vocational training, primary care, mental health services and access to a wide variety of community partners.

The Medical Center's outreach campaign to end and prevent homelessness connects Veterans with the assistance needed to propel their lives forward. More than 300 Veterans and their partners attended the Compensated Work Therapy Program's Fall Job Fair where employers were ready to interview and hire Veterans on-the-spot. The 2012 Winterhaven Homeless Stand Down helped 615 Veterans, including 34 women, to gain access to a diverse population of community partners and stakeholders.



Polytrauma

DC VA Medical Center has a Level 2 Polytrauma unit and is the VISN5 Polytrauma Network Site. The unit employs a variety of clinicians – from Polytrauma Recreation Therapists to Occupational Therapists to address the mulple therapeutic needs of returning combat Veterans. The Office of Academic Affiliations funded a two-year advanced Polytrauma Fellowship for doctoral level physical therapists. This fellowship ensures the Medical Center's therapists develop the special skills needed to treat the unique needs of our polytrauma patient population.

My HealtheVet

More than 46,594 capital area Veterans are enrolled in My HealtheVet, VA's web based health management tool. My HealtheVet helps Veterans monitor their weight, blood pressure, glucose, order prescriptions and partner with their health care providers to make informed decisions. Currently, 5,095 DC Veterans are enrolled in Secure Messaging, a feature of My HealtheVet, which gives Veterans the ability to communicate with their providers about non-urgent health matters via email.



Operational Excellence

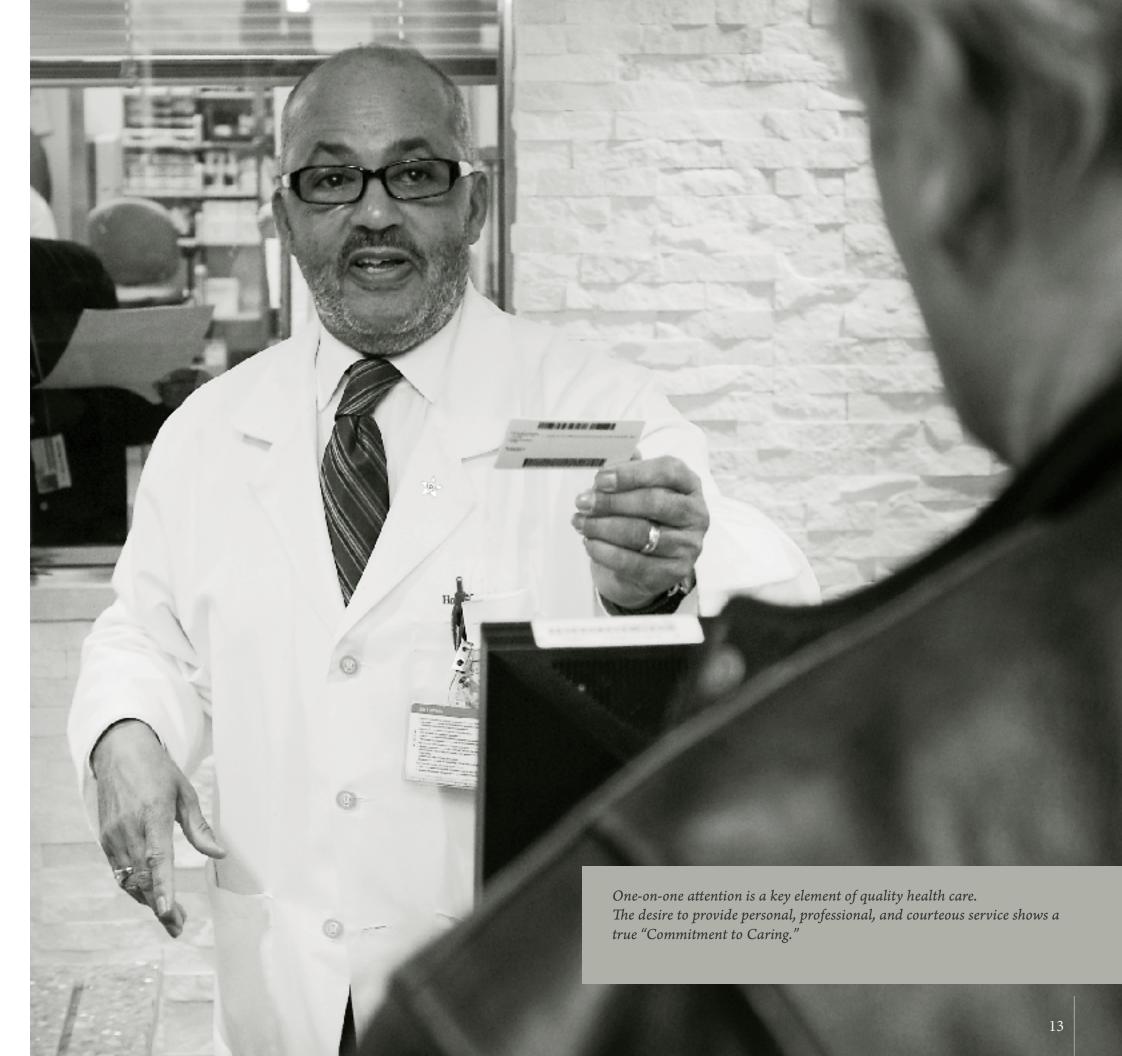
Performance Measures

We monitor and track a set of performance measures that establish guidelines for providing quality care and ensuring patient safety. Performance Measures allow us to see when we are performing well and when improvements are needed. Tracking performance also provides a benchmark to measure our performance in comparison to private-sector hospitals and other VA hospitals. Our 2012 Performance Measures results reflect another successful year for our Medical Center in providing health care to Veterans.

Outpatient Measures	
Behavioral Health Group	Met 4 of the 5 Measures
Measures Diabetes Group	Met 8 of the 9 Measures
Ischemic Heart Disease	Met 4 of 4 Measures
Prevention	Met 6 of 6 Measures
Tobacco	Met 3 of 3 Measures
Inpatient Measures	
Surgical Care	Met 9 of the 9 Measures
Pneumonia Measures	Met 4 of the 4 Measure
Acute Myocardial Infarction	Met 5 of the 5 Measure

Home and Clinic-Based Telehealth

Telehealth offers Veterans direct, personal and virtual access to clinicians and services at home or in a VA clinic in their community. Currently, 830 Veterans with chronic health conditions are enrolled in our Home Based Telehealth program. From their homes, Veterans use VA-supplied equipment to enter vital health information which is instantly received by a Telehealth nurse and sent to their electronic medical records. Having this information means health care providers can change a Veteran's medications or treatments and prevent the development of serious health problems, reducing the possibility of a hospital stay. The national goal in 2012 was to have 1.5% of Veterans enrolled in Teleheatlh, DCVAMC exceeded that goal with 2%. This translates into a 56% reduction in hospital bed days, exceeding VA's goal of 40%.



Our nurses continue to rank as attentive and caring in our patient surveys. Day or night, on the wards or in the clinics their "Commitment to Caring" shines through.

Unique Multidisciplinary ENT Cancer Clinic

The Oncology section introduced a Multidisciplinary Ear Nose and Throat (ENT) Cancer Clinic attended by ENT specialists, Radiotherapy, Oncology, Speech Pathology and Palliative Care. The clinic allows newly-diagnosed cancer patients to meet with their medical team at one clinic location, thus reducing the number of appointment visits and speeding the time from diagnosis to treatment.

Change Academy

The 2012 Change Academy put our operational theme, "Capitol Excellence", into action. Embracing change is necessary to grow an organization. The Change Academy incorporates new goals set by our executive leadership which are: employee engagement, operational excellence, and cultural transformation. Built upon the Planetree philosophy and the Patient-Centered Care Model, the Change Academy fosters employee engagement throughout the workforce.

DCVAMC's eight different Change Academy Initiatives: "A Day in My Shoes", Behaviors for Consistency, Mission Statement, Quarterly Activities, Freedom Path, Improving Transparency, "Every job is Important" and Leadership Development programs empowered staff members to create positive change and to demonstrate a commitment to caring through "Capitol Excellence".

Audiology and Speech Pathology

Audiology and Speech Pathology Service is important to Veterans' quality of life in critical ways. Employment, personal relationships, and independence are all impacted by hearing loss and issues with speech. The services provided by the caring and professional team at DCVAMC's Audiology and Speech Pathology Service help Veterans from all eras especially combat Veterans needing reintegration. In 2012, audiology telehealth services were added to the Community Based Outpatient Clinics in Charlotte Hall, MD; Ft. Belvoir, VA and Southern Prince George's County, MD. The team developed a Speech-Language Pathology Section for the VISN 5 Multiple Sclerosis Center of Excellence.

PBS TV station, WETA, focused on DCVAMC audiology practices in an August 2012 interview with Dr. Pamela Harman on the station's Brainline website.

Employee Engagement



Employee Engagement

Surgical Service

The DCVAMC's Surgical Service continues to distinguish itself as a leader in its field. Our surgeons performed 3,600 operating room procedures and 37,000 outpatient clinic visits in 2012. We were one of the first hospitals in the District to perform robotic urological procedures and we are one of the only DC hospitals currently performing robotic ENT procedures. As one of 12 VA Medical Centers employing the VeriQC system, Veterans are benefiting from the latest advances in cardiac surgery.

DCVAMC surgical service leads VISN 5 in the number of:

- · Procedures performed
- Mortality statistics (lowest)
- · Morbidity statistics (lowest) and
- · Complexity of procedures (highest)

The surgical staff, led by Chief of Surgery, Dr. Jon White, who serves as the VISN 5 Chief Surgical Consultant, continues to evolve to meet the needs of our Veteran population. A plastic surgeon with a subspecialty in microvascular procedures and two orthopedic surgeons with subspecialty training in complex fracture repair have joined the DCVAMC's prestigious surgical team.



A Look Ahead

Innovations

Health care is in your hands, at your desk, and in your home. VA is a leader in electronic innovations in health care and the DC VA Medical Center continues to be at the forefront of the VA system. We are an alpha testing site for Electronic Medical Records advancements and the use of mobile technology to help doctors, Veterans and caregivers coordinate health care. We are the first VA Medical Center to have a smart phone app, "My Capitol VA". It's no wonder that *Hospitals & Health Care Networks* magazine has honored DCVAMC with the prestigious recognition of being a "Most Wired" hospital six times.



Building for a Better Tomorrow

The Medical Center has had a year of significant growth with a multitude of renovations and infrastructure upgrades that will allow us to meet the needs of Veterans for years to come. VA leaders cut ceremonial ribbons for a number of major projects in 2012: a community clinic in Southern Prince George's County; the Prince George's County Vet Center; a Community Resource and Referral Center for homeless and at-risk Veterans; the new Outpatient Pharmacy, a Mothers' Lactation Suite and the completely renovated Dental Clinic.

Many large construction projects are underway such as: a two-story parking garage; a state-of-the-art auditorium; private patient rooms; a two-story administration building; an expanded Women's Pavilion and an upgraded community clinic in Charlotte Hall, MD.

Research Studies

Combat and Vision: A ground breaking study led by Ophthalmologist, Dr. M. Teresa Magone identified strong indicators of vision problems for Veterans who suffer from TBI or PTSD. As a result of the study, clinicians are urged to provide vision assessments even if Veterans did not receive direct eye wounds.

Statins and Exercise: A study led by Exercise Physiologist, Dr. Peter Kokkinos and Chief, Medical Service, Dr. Charles Faselis published in *The Lancet* showed that physical fitness and statin drugs used together offer more protection against premature death than either of these therapies used alone.

Calcium Signaling: Dr. Bidhan C. Bandyopadhyay published a study in *The Journal of Biological Chemistry* on the process of regulating calcium in saliva and its implication in salivary stone disease and infection in the salivary gland. The study may help scientists prevent calcium stones in the kidney, pancreas, and the vascular system.



National Awards

The Secretary's Award for Nursing Excellence

Patricia Toles, RN, Suicide Prevention Coordinator, was recognized with one of the highest awards VA bestows upon a nurse, June 2012.

Communications Visionary of the Year

Medical Center Director, Brian A. Hawkins, MHA, was named the "Communications Visionary of the Year" by the Veterans Health Administration for his innovative practices in support of the public affairs mission and his impact on the Medical Center's communications program.

The Shirley Jefferies Memorial Award

The VA's Shirley Jefferies Memorial Award was presented to Recreation Therapist Jon Palks for his dedication to promoting Veterans' creative endeavors.

Gold Cornerstone Award

The VA National Center for Patient Safety awarded the Gold Cornerstone Award to DCVAMC for the quality and quantity of its Individual Root Cause Analyses and Aggregate Reviews.

Most Wired

Washington DC VA Medical Center was recognized as a Most Wired Hospital by *Hospitals & Health Networks* Magazine, August 2012.

Administrative APPE Preceptor of the year 2011-2012

Howard University College of Pharmacy recognized Ivan Cepahas, Pharm. D. for his commitment to the provision of excellent pharmacy practice experiences for the Howard University College of Pharmacy students.

Charles C. Shepard Science Award

Dr. Fred Gordin, Chief, Infectious Disease, was honored by the Centers for Disease Control (CDC) with the Charles C. Shepard Science Award for his research on treating tuberculosis, July 2012.

"Top Doctor"

Washingtonian magazine recognized Dr. Marc Rankin of Orthopedics and Dr. Elizabeth Cobb, Chief, Geriatrics and Extended Care as Top Doctors, April 2012.

Best Doctors in America

Pulmonologist Dr. Samuel Spagnolo was recognized as one of the Best Doctors in America®, a list that includes the nation's most respected specialists and represents the top 5% of doctors in the U.S., April 2012.

"Top Doctor"

Dr. Richard B. Rosse, Chief Psychiatry Service, was named a "Top Doctor" by *U.S. News & World Report* magazine, January 2012.

Super Doctor

Dr. Gregory Trachiotis, Chief, Cardiac Surgery, was named a "Super Doctor" for Cardiac and Thoracic Surgery in the DC, Baltimore and Northern Virginia areas by *Super Doctors Magazine*, February 2012.

Best Physician

Dr. Fuad Issa, Medical Director, Community Resource and Referral Center, was recognized by *Northern Virginia Magazine* as one of the area's "Best Physicians as Chosen by their Peers" for Psychiatry, February 2012.

Quality Respiratory Care Award

The American Association for Respiratory Care honored Washington DC VAMC with the Quality Respiratory Care Award, a national recognition for helping patients and their families make informed decisions about respiratory care services, April 2012.

Peer Recognition

Larry H. Conway, Chief of Respiratory Care, was named a Fellow of the American Association for Respiratory Care (AARC) in recognition of significant, sustained contributions to the profession of respiratory care.

Washington DC Veterans Affairs Medical Center

Copyright 2013, United States Department of Veterans Affairs

Printed in the United States of America



The paper used in the printing of this book was manufactured Carbon Neutral with Renewable Electricity in a facility that is FSC certified.

Michelle B. Spivak
Director Community Relations
and Public Affairs

Gloria L. Harston
Internal Communications Officer

Sarah H. Cox Public Affairs Specialist

Gary StrangeVisual Information Specialist

Robert Turtil
Photogragher



Department of Veterans Affairs Medical Center 50 Irving Street, NW Washington, DC 20422 202-745-8000 www.washingtondc.va.gov



